

Important information

Please read this leaflet – it contains information relating to your energy account, including where to get impartial advice.



SCOTTISHPOWER

Moving home?

Moving home is easy with ScottishPower. Complete your home move online in a few simple steps at **scottishpower.co.uk/moving-home**. You'll need your moving dates and meter readings, then we'll take care of the rest. If you have a Prepayment meter or you don't have an online account contact us at **scottishpower.co.uk/getintouch**. If you contact us, please have the following handy:

- The date you're moving
- Meter readings for your old and new home on this date
- Your new/forwarding address
- Contact details for the landlord/letting agents (if applicable)
- The name of the new occupier at your old address (if known)
- Your debit or credit card details to settle your final bill if you're moving out of your property

You can use our change of address check list to make sure you don't forget anything.

Something wrong?

We aim to deliver the best service to our customers. However, we recognise we don't always get it right. When this happens we aim to resolve all complaints fully and as quickly as possible. We define a complaint as 'any expression of dissatisfaction by a customer in relation to our service or products'. Our contact details are on the back of this leaflet if you need to get in touch with us at any point.

If your complaint is not resolved within 8 weeks, or you receive our Final Offer letter, you can take your case to the Energy Ombudsman. It is free to use their services and they are totally independent. If you agree with their decision, we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. However, you do not have to accept their decision. They can be contacted on **0330 440 1624**, **osenquiries@os-energy.org** or visit **ombudsman-services.org/energy**

Citizens Advice and Advice Direct Scotland

You can get help if you're struggling to pay your energy bill or have a problem with your meter. Call Citizens Advice (England and Wales) free on **0808 223 1133** or visit **citizensadvice.org.uk/energy** or call Advice Direct Scotland free on **0808 196 8660** or visit **energyadvice.scot**, the official sources of free and independent energy advice and support.

Need additional support? Our Priority Services

We want to give as much support as we can to those customers who need it. You may be eligible for our Priority Services Register for a number of reasons ranging from a chronic illness or disability to a change in your personal circumstances. If we become aware that you would benefit from any of our Priority Services, we will offer to add you to our Register – alternatively, please let us know if you think you're eligible. For further information, please visit scottishpower.co.uk/psr

Where does our electricity come from?

Our fuel mix breakdown is shown below to help you understand the source of fuels we use to generate electricity and their environmental impact. We've compared them with the total fuel mix for the rest of the UK, and also shown a comparison between our green tariffs and all our other tariffs. Please note all our domestic green tariffs provide 100% green electricity generated from our own windfarms here in the UK.

Fuel Mix Information 2021-2022

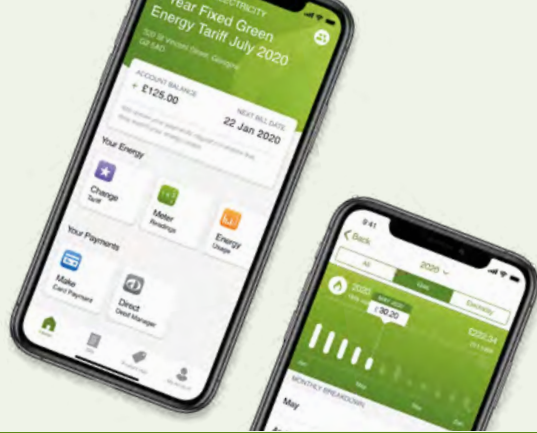
Energy Source	ScottishPower Tariffs		ScottishPower Total Fuel Mix (3)	UK Fuel Mix (4)
	Green Tariffs (1)	All other Tariffs (2)		
Coal	0%	9%	5%	4%
Gas	0%	73%	43%	38%
Nuclear	0%	7%	4%	16%
Renewable	100%	4%	43%	39%
Other Fuels	0%	7%	5%	3%
Total	100%	100%	100%	100%

- (1) This is the fuel mix for all our customers on green tariffs
- (2) This is the fuel mix for all our customers that are on non-green tariffs
- (3) This is the mix of all the energy we buy to supply our entire customer base
- (4) This is the fuel mix of total electricity supplied in the UK

For more information on the environmental impact of your electricity supply, visit scottishpower.co.uk/fuelmix

Control at your fingertips

With the ScottishPower App you can manage your account, submit meter readings, make payments and more. Simply download it from the App Store or Google Play.



View a simple explanation of your bill at scottishpower.co.uk/simplebill or register at scottishpower.co.uk/register

We're here to help

Online

scottishpower.co.uk/getintouch

Letter

ScottishPower
Customer Services
320 St. Vincent Street
Glasgow
G2 5AD

Web

scottishpower.co.uk

Hearing or speech difficulties?

You can contact us easily using Relay UK. Just visit relayuk.bt.com for more information.

If you require a large print, talking or Braille bill, please contact us at scottishpower.co.uk/getintouch

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